

EFFECTIVE

October 1, 2022.

Subject(s)

1. ERM 100, SER Quick Reference Charts.
2. ERM 103, Application Procedures.
3. ERM 104, SER Policy Exceptions.
4. ERM 201, Group Composition.
5. ERM 202, Residence, Age, and Citizenship
6. ERM 204, Client Caused Emergencies.
7. ERM 208, Budget Procedures
8. ERM 209, Emergency Services Funding.
9. ERM 301, Energy Services.
10. ERM 303, Relocation Services.
11. ERM 306, Burials.
12. ERM 401, Payments .

1) SER QUICK REFERENCE GUIDE

Updated the *INCOME LIMIT FOR ENERGY AND WATER/SEWER SERVICES* table.

Reason: Policy update

2) APPLICATION PROCEDURES

Added the Age policy from ERM 202:

There is no minimum age requirement to apply for SER; however, if the applicant is an unemancipated minor, we must refer him/her to children's services for further evaluation.

Do not delay processing the SER application pending the evaluation by services staff.

Updated Interview Requirement:

If the household has no other active MDHHS programs, an interview is recommended.

Added timeliness policy to Verification section:

Verifications are considered to be timely if received by the date they are due. For electronically transmitted verifications (fax, email or Mi Bridges document upload), the date of the transmission is the

receipt date. Verifications that are submitted after the close of regular business hours through the drop box or by delivery of a MDHHS representative are considered to be received the next business day.

Reason: Policy update.

3) SER POLICY EXCEPTIONS

Updated language for when an exception request can be submitted and what action is required by the local office before submitting an exception request.

Reason: Policy update.

4) GROUP COMPOSITION

Updated web link for fair market rent website.

Reason: Policy update.

5) RESIDENCE, AGE, AND CITIZENSHIP

Updated reference to BEM 225, Citizenship/Non-Citizen Status.

Reason: Policy update.

6) CLIENT CAUSED EMERGENCIES

Grammatical update.

Reason: Policy update.

7) BUDGET PROCEDURES

Updated the *INCOME LIMIT FOR ENERGY AND WATER/SEWER SERVICES* table.

Reason: Policy update.

8) EMERGENCY SERVICES FUNDING

Updated gift card policy to clarify a client may receive more than one gift card if needed to resolve emergency.

Added language about the use of a PCard to pay for goods and services using ES funds.

The CM-0023 no longer needs to be completed when requesting an exception for extermination services for a rental situation. Requests can be emailed by the local office manager to the SER policy mailbox.

Reason: Policy update

9) ENERGY SERVICES

The one-time payment policy for heat and electricity assistance remains suspended until further notice. A household may receive more than one payment, up to the fiscal year cap.

Updated service caps:

- Natural gas, wood and all other fuel types - \$850.
- Electricity - \$850.
- All-electric household - \$850.
- Deliverable fuel (propane, fuel oil, and coal) - \$1200.

Reason: Policy update

10) RELOCATION SERVICES

Updated web link to the list of Housing Assessment and Resource Agencies (HARA's) website.

Reason: Policy update.

11) BURIALS

Updated effective date on the MAXIMUM PAYMENTS FOR SER BURIAL SERVICES table.

Reason: Policy update.

12) PAYMENTS

Proof of emergency and need amount need to be obtained before authorizing payment and retained in the case file.

Removed policy for a manual issuance

Reason: Policy update.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Changed Items ...

[ERM 100](#)
[ERM 103](#)
[ERM 104](#)
[ERM 201](#)
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